

PART II - EMERGENCY PLAN CHECKLISTS

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DIRECTOR OF EMERGENCY SERVICES (DES)

The Director of Emergency has the overall responsibility for the management and coordination of the emergency event. The City Manager, in his/her capacity of DES assures that the EOC is staffed and operated at a level commensurate with the emergency.

This chapter explains the function and responsibilities of the Director of Emergency Services within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. The City Manager or designee generally serves as the Director of Emergency Services as specified in the emergency plan. Within SEMS/NIMS structure, the DES has overall responsibility for managing the City's emergency response and recovery efforts.

OBJECTIVES

- ✧ Manage and coordinate the City's response and recovery efforts.
- ✧ Develop and issue rules, regulations, proclamations and orders relating to the emergency for the City.
- ✧ Ensure that the EMO Action Planning process is initiated among the EMO staff.

RESPONSIBILITIES

- ✧ Request the City Council to proclaim the existence or threatened existence of a local emergency if the City Council is in session.
- ✧ Declare an existence or threatened existence of a local emergency if the City Council is not in session.
- ✧ Activate the EOC and mobilize the City's Emergency Management Organization.
- ✧ Assume the overall responsibility for the management and coordination of the response and recovery efforts within the City.
- ✧ Establish the appropriate level of organization by continuously monitoring effectiveness of that organization. Make changes as required.
- ✧ Delegate authority as appropriate to members of the Management Section and general staff.

- ✧ Set priorities for response and recovery efforts with Management Section and Section Chiefs to ensure that all City actions are accomplished within the established operational period.
- ✧ Ensure that operational objectives and assignments for Management Section identified in the EMO Action Plan are carried out effectively.
- ✧ Keep abreast of the requests for and allocation of resources from outside of the City.
- ✧ Ensure multiagency or interagency coordination occurs.

Start Up Duties

- ✓ Consult with the appropriate department director(s) to decide whether to activate the EOC.
- ✓ Respond immediately to EOC and determine operational status.
- ✓ Check-in upon arrival at the EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Declare a Local Emergency, if required.
- ✓ Determine appropriate level of EOC activation based on situation as known.
- ✓ Mobilize appropriate EMO staff for initial activation of the EOC.
- ✓ Obtain briefing from appropriate sources (e.g., Section Chiefs, key staff, etc.).
- ✓ Ensure that the Management Section is staffed as soon as possible and at the appropriate level.
- ✓ Ensure that the Section Chiefs are staffing their respective sections.
- ✓ Provide for continuity of operations based upon estimated duration of incident.
- ✓ Convene the initial Action Planning meeting.
- ✓ Brief City Council as needed.
- ✓ Confirm the delegation of authority to general staff; provide guidance or direction as necessary.
- ✓ Provide appropriate purchasing authority to the Finance Section Chief.
- ✓ Direct the Planning/Intelligence Section Chief to announce the first Action Planning meeting and to establish a schedule for subsequent meetings.
- ✓ Confer with Operations and Planning/Intelligence Section Chiefs and key staff to determine what representation is needed at the EOC from other agencies.
- ✓ Establish and disseminate the frequency and times of briefing sessions for the entire EOC staff.
- ✓ Request additional personnel support as needed for the EMO.

- ✓ Use face-to-face communications in the EOC, whenever possible.

Operational Duties

- ✓ Maintain a log of actions, decisions and messages. All records and documentation will support the After Action Report and the history of the emergency/disaster. Include the following:

 - Messages received

 - Actions taken

 - Decisions, justification and documentation

 - Requests filled

 - EOC personnel, time on duty and assignments

- ✓ Ensure that logs and files are maintained by Management Section.
- ✓ Ensure the Planning/Intelligence Section Chief organizes the Action Planning meeting for all Sections; the meeting should accomplish:
 - Briefing on current and forecast major incidents within the affected areas
 - Additional information from other sources on the current situation
 - Availability and status of resources
- ✓ Establish assignments for available and incoming resources based on current and forecast situation and established priorities.
- ✓ Determine need for additional resources, establish specific responsibilities for ordering.
- ✓ Discuss and resolve any internal coordination issues.
- ✓ Ensure staff is clear on the EMO Action Plan; distribute pertinent elements as necessary.
- ✓ Define priority actions for the next operational period.
- ✓ Establish time for next Action Planning meeting.
- ✓ Conduct periodic briefings with the EMO staff to ensure strategic objectives are current and appropriate.
- ✓ Reevaluate the EMO Action Plan and make revisions as necessary.
- ✓ Ensure contact with adjacent jurisdictions/agencies and with other organizational levels (Field Response, Local Government, Operational Area, Regional, and State) is established and maintained.
- ✓ Monitor section level activities to ensure that all appropriate actions are being taken.

- ✓ Ensure a procedure for the dissemination of information to the public and the media is established.
- ✓ Conduct news conferences and review media releases as required with the Public Information Officer.
- ✓ Initiate Action Planning meetings with Management Section, Section Chiefs and key staff.
- ✓ Evaluate the need to continue the EOC activation.
- ✓ Brief relief staff upon shift change.
- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.

Deactivation Duties

- ✓ Authorize deactivation of Sections, Branches, and Units, within the EMO when no longer required.
- ✓ Deactivate the EMO and ensure completion of event logs when the emergency situation no longer requires activation.
- ✓ Notify adjacent facilities, Operational Area EOC and other EOC's as necessary of planned time for deactivation.
- ✓ Ensure that any unresolved issues are handled by Management Section and are assigned to the appropriate EMO function or City department.
- ✓ Issue a Proclamation of Termination of local emergency when appropriate.
- ✓ Ensure that staff and volunteers receive debriefing and counseling as needed.
- ✓ Deactivate the EOC at the designated time, as appropriate.
- ✓ Proclaim termination of the emergency response and proceed with recovery operations.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before your leave.
- ✓ Provide a contact number as to where you can be reached before leaving the EOC.

CITY COUNCIL

Members of the City Council are policymakers with the authority to proclaim and/or ratify a declaration of a local emergency, approve emergency orders, and provide a point of contact for public input regarding the emergency and response and recovery efforts.

This chapter explains the function and responsibilities of the City Council within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. The elected Council members or their replacements as authorized by State law fill the positions of City Council.

OBJECTIVE

- ✧ Continue fulfilling your leadership role by serving your constituents.
- ✧ Coordinate with appropriate Federal, State and other local government agencies as well as the private sector and volunteer agencies.
- ✧ Prepare and disseminate emergency public information to inform, alert and warn the public.

RESPONSIBILITIES

- ✧ Adopt or declare emergency proclamations, resolutions and ordinances.
- ✧ Ratify the local emergency within seven days, whenever the DES (city manager) has proclaimed the local emergency.
- ✧ Review the need for continuing a local emergency every fourteen days until the local emergency is terminated.
- ✧ Obtain a briefing on the situation from the DES or designee.
- ✧ Ensure that the DES has clear policy direction.
- ✧ Participate in coordinated, periodic press conferences and news media interviews after briefings by DES or designee.
- ✧ Support a multi-agency disaster response.

- ✱ Accompany VIPs and government officials on tours of the emergency/disaster area as appropriate.

Start Up Actions

- ✓ Check-in upon arrival with City Clerk.
- ✓ Obtain a briefing from DES or designee.
- ✓ Review position responsibilities.

Operational Duties

- ✓ Advise the DES on how and where to contact you.
- ✓ Convene within 30 minutes, as requested by the DES, to receive briefings, review and take action on emergency legislation or policy decisions.
- ✓ Call emergency meetings of the City Council to proclaim and/or ratify a local emergency and approve emergency orders as needed:

A quorum of the City Council is needed to ratify a local proclamation.

Emergency proclamations should be ratified within seven days.

- ✓ Approve extraordinary expenditure requirements as necessary
- ✓ Review at least every 14 days the need for continuing the local emergency and proclaim the termination of the local emergency as conditions warrant.
- ✓ Consult with the DES and department heads, to develop temporary emergency policies for managing the strategic aspects of the emergency.
- ✓ Maintain communications with citizens (by visiting various disaster sites, including public shelters) coordinate your activities with the public information officer.
- ✓ Conduct tours by request of the affected areas for visiting State and Federal representatives and VIPs. Coordinate with the Public Information Officer
- ✓ Consider developing an emergency planning task force with local business or trade association to discuss concerns and disseminate pre-event planning information and post-event recovery information.
- ✓ Consider developing a plan to provide “citizen and business aid” and identify a location which can be utilized for information and assistance to citizens and businesses impacted by the emergency.

- ✓ Encourage post-event discussions in the community to identify perceived areas of improvements.

Deactivation Duties

- ✓ Forward all reports to the DES through the City Clerk.
- ✓ Participate in incident debriefing as needed.

LEGAL ADVISOR

The Legal Advisor provides legal advice to the DES during emergencies/disasters on the applicability of pertinent local, State and Federal regulations.

This chapter explains the function and responsibilities of the Legal Advisor within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. The City Attorney or designee generally serves as the Legal Advisor, as specified in the emergency plan. Within the SEMS/NIMS structure, the Legal Advisor reports to the DES and should work closely with other members of the Management Section and Section Chiefs.

OBJECTIVES

- ✧ Serve as legal advisor to the DES, Section Chiefs and City Council.
- ✧ Activate the legal elements of the EMO Action Plan.

RESPONSIBILITIES

- ✧ Review the applicable local, county, state and federal statutes, laws, regulations and ordinances pertaining to emergency services and disaster relief.
- ✧ Prepare proclamations, emergency ordinances and other legal documents required by the City Council and the DES.
- ✧ Advise the City Council, Section Chiefs and the DES on the legality and or legal implication of contemplated emergency actions.
- ✧ Develop the rules, regulations and laws required for the acquisition and or control of critical resources.
- ✧ Keep the DES abreast of Legal Advisor's activities.
- ✧ Ensure Legal's interests are represented in the EMO policy and priority-setting discussions.
- ✧ Render assistance to the community as required.

Start up Actions

- ✓ Check-in upon arrival at EOC.
- ✓ Put on vest that identifies your function.
- ✓ Report to DES.
- ✓ Obtain a briefing on the situation.
- ✓ Review position responsibilities.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Set up a work station including maps and status boards. Use the materials in the Legal Advisor's EOC kit and on-site supplies.
- ✓ Establish operating procedure with the Information Systems Unit of the Logistics Section for use of telephones, FAX, radio, lap top computer and data systems; make any priorities or special request known.
- ✓ Determine overall staff requirements and request support as required.
- ✓ Ensure all required legal documents are available in the EOC.
- ✓ Identify and list sources of potential liability and advise appropriate staff as to the means of minimizing the risks to the City, its staff and volunteers.
- ✓ Assist in the development of the Management Section's objectives in support of the EMO Action Plan.
- ✓ Use face-to-face communications in the EOC, whenever possible.

Operational Duties

- ✓ Maintain a log of actions, decisions and messages. All records and documentation will support the After Action Report and the history of the emergency/disaster. Include the following:

- Messages received
- Actions taken
- Decisions, justification and documentation
- Requests filled
- EOC personnel, time on duty and assignments

- ✓ Assess the situation.
- ✓ Appoint and brief staff as needed.
- ✓ Review applicable City ordinances and the emergency plan.
- ✓ Review the Emergency Services Act provisions on Emergency Proclamations.
- ✓ Advise DES on procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.
- ✓ Consult and collaborate with Management Section and Section Chiefs.
- ✓ Render legal opinions on matters of interest to the City as appropriate.
- ✓ Apply for continuance and stay of litigation matters.
- ✓ Suspend automatic approval deadlines for all land use, subdivision and zoning applications as appropriate.
- ✓ Arrange for professional and business entities to operate without additional licenses.
- ✓ Arrange for government and local personnel and property to be used outside of the jurisdiction.
- ✓ Shut down nonessential government operations.
- ✓ Invoke rationing, price controls, anti-black marketing and anti-hoarding regulations, if necessary.
- ✓ Identify essential functions of government that must continue without interruption.
- ✓ Attend EMO Action Planning meetings as necessary.
- ✓ Ensure that a declaration of local emergency is made within 7 days of the event.
- ✓ Coordinate with DES and City Council for review/extension of emergency proclamation at the next City Council meeting.
- ✓ Advise staff of their legal rights and responsibilities, and as to appropriate methods of minimizing the potential legal liability of the City, its staff and volunteers.
- ✓ Advise DES of any potential claims against the City related to the emergency/disaster event.

- ✓ Review all press releases.
- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.
- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Deactivate the organization elements of the Legal Advisor function when no longer needed.
- ✓ Ensure that any required forms, event logs and reports are completed and forward them to the EOC Coordinator.
- ✓ Assemble and check financial records; forward copies to the Finance Section.
- ✓ Provide legal justification for mitigation measures.
- ✓ Ensure the Legal Advisor receives debriefing and counseling as needed.
- ✓ Ensure that any unresolved issues are handled and assigned to the appropriate EMO function or department.
- ✓ Be prepared to provide input for the After Action report.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Leave contact numbers as to where you can be reached before leaving the EOC.

PUBLIC INFORMATION OFFICER

The Public Information Officer serves as the primary point of contact between the Emergency Operations Center, the media and the public. The Public Information Officer will prepare information releases, brief media representatives and provide for press conferences.

This chapter explains the function and responsibilities of the Public Information Officer within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. The Communications Officer or designee and selected staff serve as the Public Information Officer as specified in the emergency plan. Within the SEMS/NIMS structure, the Public Information Officer reports to the DES and should work closely with Planning/Intelligence Section.

OBJECTIVES

- ✧ Prioritize and release emergency information and instructions to the public through all available means.

Priorities:

First Priority

Information that will save lives and protect health.

Second Priority

Emergency status information (the emergency situation and response efforts; how to contact relatives, etc.).

Third Priority

Other useful information (stories, background, how to get monetary assistance, etc.).

- ✧ Respond to media inquiries and calls from the public.
- ✧ Establish a Media Center as necessary, and conduct news conferences as required by the situation.

RESPONSIBILITIES

- ✧ Serve as the dissemination point for all media releases.
- ✧ Develop the format for press conferences, in conjunction with the DES.
- ✧ Maintain a relationship with media representatives and hold periodic press briefing as required.

- ✱ Ensure that the public receives complete, accurate, timely and consistent information about lifesaving procedures, health preservation instructions, status on the emergency, relief programs and other essential services through available and appropriate means.
- ✱ Coordinate media releases with Planning/Intelligence Section and PIOs representing other affected emergency response agencies within the Operational Area as required.
- ✱ Coordinate all media and VIP visits information to affected areas as necessary.
- ✱ Ensure Public Information Officer's interests are represented in the EMO policy and priority-setting discussions.
- ✱ Render assistance to the community as required.

Start Up Actions

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to DES.
- ✓ Obtain a briefing on the situation.
- ✓ Review position responsibilities.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Set up a work station including maps and status boards. Use the materials in the PIO EOC kit and on-site supplies.
- ✓ Establish operating procedure with the Information Systems Unit of the Logistics Section for use of telephones, FAX, radio, lap top computer and data systems; make any priorities or special interest known.
- ✓ Assemble phone books, digital camera, and lap top computer for the PIO's use.
- ✓ Determine overall staff requirements and request support as needed.
- ✓ Determine operating location and set up an emergency public information center.
- ✓ Obtain briefing on on-site and external communication capabilities and restrictions, coordinate with Information Systems Unit.
- ✓ Make initial contact with Public Information Officers in other jurisdictions and at other government levels (i.e., Operational Area, Region and State). Operational Area PIO number is 408-299-3361.
- ✓ Brief and assign tasks to the PIO Team.
- ✓ Use face-to-face communications in the EOC, whenever possible.

Operational Duties

- ✓ Maintain a log of actions, decisions and messages. All records and documentation will support the After Action Report and the history of the emergency/disaster. Include the following:

Messages received

Action taken

Decisions, justification and documentation

Requests filled

EOC personnel, time on duty and assignments

- ✓ Obtain guidance from the DES and Planning/Intelligence Section Chief regarding information available for release.
- ✓ Coordinate all media events with the DES.
- ✓ Interact with all Sections to provide and obtain information to be released.
- ✓ Coordinate with Situation Status Unit to define areas of special interest for public information.
- ✓ Develop a news-briefing schedule in coordination with the DES.
- ✓ Contact other Public Information Officers by whatever communications are available and determine which radio and TV stations are operational.
- ✓ Maintain up-to-date status boards and other references at the Media Information Center.
- ✓ Coordinate emergency public information activities, releases and feedback with Public Information Officers in the field.
- ✓ Obtain, process, and summarize information received in a form usable for presentations and media conferences.
- ✓ Provide periodic news briefings and media releases about the disaster situation for the public.
- ✓ Develop 30-second messages for the State Emergency Alerting System (EAS), if necessary.
- ✓ Monitor EAS releases as necessary.
- ✓ Ensure that file copies are maintained of all information released.
- ✓ Develop and update messages for Communicator, SunDial, KSUN and all other communication resources as necessary.
- ✓ Set up a public out door mobile phone facility, if necessary.
- ✓ Assist in making arrangements with adjacent jurisdictions for media visits.

- ✓ Contact and monitor print and broadcast media. Including Bay City News Service, 415-552-8900, KCBS 740 AM, 415-765-4074, KLIV 1590 AM, 408-289-8864, KNTV-11, 408-297-8780 and The Sun, 408-200-1000.
- ✓ Periodically prepare briefings for the City management team and elected officials to assist them in responding to information requests from the public.
- ✓ Provide sufficient staffing and telephones to efficiently handle incoming media and public calls as well as gather status information.
- ✓ Consider establishing and staffing a hot line to answer inquiries from the public.
- ✓ Prepare, update and distribute to the public a Disaster Assistance Information Directory containing locations for obtaining food, shelter, supplies, health services, etc.
- ✓ Prepare a briefing sheet to be distributed to all EMO members at the beginning of each shift so they can answer questions from the public such as shelter locations, water distribution sites, disaster service centers, etc.
- ✓ Arrange for meetings between media, City officials or other incident personnel.
- ✓ Monitor broadcast media and use that information to develop follow-up news releases and conduct rumor control.
- ✓ Ensure that announcements, information and materials are translated and prepared for special populations (elderly, non-English speakers, hearing, sight and mobility impaired, etc.).
- ✓ Prepare materials that describe the health risks associated with each hazard, the appropriate self-help or first aid actions and other appropriate survival measures.
- ✓ Prepare instructions for people who must evacuate from a high-risk area.
- ✓ Provide copies of all news releases to the DES.
- ✓ Keep DES advised of all unusual requests for information and of all major critical or inaccurate or unfavorable media comments.
- ✓ Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow up requirements are known.
- ✓ Prepare final news releases and advise media representatives of a point of contact for follow up stories.
- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.

- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Deactivate the organization elements within the Public Information Officer's Unit when no longer needed.
- ✓ Ensure that any required forms, event logs and reports are completed and forwarded to the EOC Coordinator
- ✓ Assemble and check financial records; forward copies to Finance Section.
- ✓ Ensure that any unresolved issues are handled or assigned to the appropriate EMO function or department.
- ✓ Ensure staff and volunteers receive debriefing and counseling as needed.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before your leave.
- ✓ Leave contact numbers as to where you can be reached before leaving the EOC.

LIAISON OFFICER

The Liaison Officer is the point of contact for the assisting and cooperating agencies. This includes Agency Representatives from other jurisdictions, districts, fire agencies, law enforcement, public works, public utilities, state and federal agencies, engineering organizations, volunteer agencies or technical experts.

This chapter explains the function and responsibilities of the Liaison Officer within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. The Assistant to the City Manager or designee generally serves as the Liaison Officer. Within the SEMS/NIMS structure, the Liaison Officer reports to the DES and should work closely with the Management and Operations Sections.

OBJECTIVES

- ✧ Maintain a liaison with the City Council during the activation of the EOC.
- ✧ Serve as the point of contact for visiting agencies and dignitaries.

RESPONSIBILITIES

- ✧ Function as a central point for incoming agency representatives, visitors and dignitaries.
- ✧ Interact with other Sections within the EOC to obtain information, assist in coordination and ensure the proper flow of information.
- ✧ Ensure that all developed guidelines, directives, action plans and appropriate situation information is disseminated to agency representatives.
- ✧ Ensure Liaison Officer's interests are represented in the EMO policy and priority-setting discussions.
- ✧ Render assistance to the community as required.

Start Up Actions

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to the DES.
- ✓ Obtain a briefing on the situation.
- ✓ Review position responsibilities.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Set up a work station including maps and status boards. Use the materials in the Liaison Officer's EOC kit and on-site supplies.
- ✓ Establish operating procedure with the Information System Unit of the Logistics Section for use of telephones, FAX, radio, lap top computer and data systems; make any priorities or special interest known.
- ✓ Determine overall staff requirements and request support as needed.
- ✓ Ensure all required legal documents are available in the EOC.
- ✓ Use face-to-face communications in the EOC, whenever possible.

Operational Duties

- ✓ Maintain a log of actions, decisions and messages. All records and documentation will support the After Action Report and the history of the emergency/disaster. Include the following:
 - Message received
 - Action taken
 - Decisions, justification and documentation
 - Requests filed
 - EOC personnel, time on duty and assignments
- ✓ Determine if outside liaison is required with other agencies:
 - Local/county/state/federal agencies
 - Schools
 - Private Sector
- ✓ Arrange for Work stations and transportation for visitors involved in incident response.

- ✓ Arrange for appropriate security for dignitaries, if required.
- ✓ Monitor incident operations.
- ✓ Initiate contact with appropriate dignitaries, as necessary.
- ✓ Provide update briefings to outside agency representatives as necessary.
- ✓ Know the working location for any agency representative assigned directly to the EMO.
- ✓ Compile a list of agency representatives (agency, name, EOC phone) and make available to all Sections.
- ✓ Check-out of the EOC when you leave the premises and at the conclusion of your shift.
- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Deactivate the organization elements of the Liaison Officer Unit's function when no longer needed.
- ✓ Ensure that any required forms, event logs or reports are completed and forwarded to the Documentation/Research Unit.
- ✓ Assemble and check financial records, forward copies to the Finance Section.
- ✓ Ensure that any unresolved issues are handled or assigned to the appropriate EMO function or department.
- ✓ Ensure staff and volunteers receive debriefing and counseling as needed.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Leave contact numbers as to where you can be reached before leaving the EOC.

SAFETY OFFICER

The Safety Officer is responsible for monitoring and assessing hazardous and unsafe situations in the EOC and support facilities. The Safety Officer will correct unsafe conditions through proper lines of authority and has the authority to stop any unsafe practices within the EOC and support facilities.

This chapter explains the function and responsibilities of the Safety Officer within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. The Risk and Insurance Manager and Human Resources Occupational Health and Safety Officer or designee generally serves as the Safety Officer as specified in the emergency plan. Within the SEMS/NIMS structure, the Safety Officer reports to the DES, and should work closely with all Sections.

OBJECTIVES

- ✧ Coordinate with Finance Section on any injury claims or records preparation as necessary for proper case evaluation and closure.
- ✧ Evaluate and advise the DES of any conditions and actions within and outside the EOC that might result in liability.

RESPONSIBILITIES

- ✧ Ensure that all buildings and other facilities used in support of the EOC are in a safe operating condition.
- ✧ Monitor operational procedures and activities in the EOC to ensure they are being conducted in safe manner considering the existing situation and conditions.
- ✧ Stop or modify all unsafe operations.
- ✧ Work with on-scene and/or specialized safety personnel to ensure safe working conditions.
- ✧ Maintain an awareness of active and developing situations and prepares a safety message for each operational period.
- ✧ Document, investigate and resolve all potential workers' compensation, property damage and liability claims against the City arising from the disaster.

- ✱ Recommend measures for assuring occupational health and safety of personnel; and assess and anticipate hazardous and unsafe situations.
- ✱ Ensure Safety Officer's interests are represented in the EMO policy and priority-setting discussions.
- ✱ Render assistance to the community as required.

Start Up Actions

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to the DES.
- ✓ Obtain a briefing on the situation.
- ✓ Review position responsibilities.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Set up a work station, including maps and status boards. Use the materials in the Safety Officer's EOC kit and on-site supplies.
- ✓ Establish operating procedure with the Information Systems Unit of the Logistics Section for use of telephones, FAX, radio, lap top computer and data systems; make any priorities or special interest known.
- ✓ Determine overall staff requirements and request support as needed.
- ✓ Determine current status of Safety Officer's operations and resources.
- ✓ Brief and assign tasks to the Safety Team.
- ✓ Use face-to-face communications in the EOC, whenever possible.

Operational Duties

- ✓ Maintain a log of actions, decisions and messages. All records and documentation will support the After Action Report and the history of the emergency/disaster. Include the following:
 - Message received
 - Action taken
 - Decisions, justification and documentation
 - Requests filed
 - EOC personnel, time on duty and assignments
- ✓ Attend planning meetings as necessary.
- ✓ Make a list of key issues facing the Safety Officer's Unit. Clearly establish action items to be accomplished with assembled personnel.

- ✓ Tour the EOC and other buildings and correct any unsafe areas or practices.. Advise the DES of any conditions and actions that might result in liability (unsafe layout or equipment set-up, etc.).
- ✓ Prepare and present safety briefings for the DES and EMO staff as appropriate.
- ✓ Ensure that the EOC is free from any environmental threats (e.g., radiation, exposure, air purity, water quality, etc.).
- ✓ Keep the DES advised of unsafe conditions; take action when necessary.
- ✓ Maintain a log of claims potentially recoverable by the City.
- ✓ Process all liability claims filed against the City including:
 - Worker's Compensation.
 - Property damage.
 - Personal injury.
- ✓ Initiate an investigation on all claims, include photographs, department reports, etc. Coordinate with Compensation/Claims Unit.
- ✓ Acquaint Section Chiefs with the guidelines for reporting employee and volunteer injuries during an emergency.
- ✓ Ensure that the appropriate EMO Sections and Department Directors complete required forms, reports and documents for insurance purposes.
- ✓ Coordinate with Compensation/Claims Unit on any personnel injury claims and prepare as necessary for proper case evaluation and closure.
- ✓ Monitor all EOC related occupational health and safety activities to ensure that they are being conducted in a safe manner.
- ✓ Stop or modify all unsafe operations.
- ✓ Check-out of the EOC if you leave the premises and at the conclusion of your shift.
- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Deactivate the organization elements within the Safety Officer's Unit when no longer needed.

- ✓ Ensure that any required forms, event logs and reports are completed and forward them to the EOC Coordinator.
- ✓ Assemble and check financial and non-financial records; forward copies to Finance Section Chief.
- ✓ Ensure that any unresolved issues are handled or assigned to the appropriate EMO function or department.
- ✓ Ensure staff and volunteers receive debriefing and counseling as needed.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Leave contact numbers as to where you can be reached before leaving the EOC.

EOC Coordinator

The EOC Coordinator is responsible for facilitating the overall functions of the Emergency Operations Center.

This chapter explains the function and responsibilities of the EOC Coordinator within the Standardized Emergency Management System. This framework also conforms to the requirements of the National Incident Management System mandated by the United States Department of Homeland Security. A representative from Office of Emergency Services generally serves as the EOC Coordinator and facilitates the overall functioning of the EOC as specified in the emergency plan. Within the SEMS/NIMS structure, the EOC Coordinator should work closely with DES and Section Chiefs.

OBJECTIVES

- ✧ Serve as an advisor to the DES and Section Chiefs.
- ✧ Serve as the internal point of contact when organizational and procedural questions arise among the EMO staff.

RESPONSIBILITIES

- ✧ Facilitate the overall functioning of the EOC.
- ✧ Coordinate with Operations Section Chief to inspect primary and secondary locations of the EOC.
- ✧ Announce the primary location of the EOC.
- ✧ Assist with the activation of the EOC.
- ✧ Ensure that the EMO check-in/check-out procedures are followed as employees arrive and leave the EOC.
- ✧ Ensure that the EMO check-in chart is posted in a visible location.
- ✧ Coordinate with Legal to ensure that a local emergency, when appropriate, is declared in a timely fashion.
- ✧ Serve as a liaison between EMO staff and Santa Clara County Operational Area.
- ✧ Assist EMO staff with internal and procedural questions.

Start Up Duties

- ✓ Check-in upon arrival at EOC.
- ✓ Put on the vest that identifies your function.
- ✓ Report to the DES.
- ✓ Obtain a briefing on the situation.
- ✓ Review position responsibilities.
- ✓ Clarify any issues regarding authority and assignment.
- ✓ Set up a work station, including maps and status boards. Use the materials in the EOC Coordinator's kit and on-site supplies.
- ✓ Establish operating procedure with the Information Systems Unit of the Logistics Section for use of telephones, FAX, radio, lap top computer and data systems; make any priorities or special interest known.
- ✓ Assess emergency impact and provide advice to the DES on EOC activation, staffing and initial response.
- ✓ Provide assistance and information to the Section Chiefs.
- ✓ Determine staffing requirements to meet 24-hour operational periods (two 12-hour shifts; request additional personnel as required.)
- ✓ Ensure that all incoming EMO staff is brief.
- ✓ Use face-to-face communications in the EOC, whenever possible.

Operational Duties

- ✓ Maintain a log of actions, decisions and messages. All records and documentation will support the After Action Report and the history of the emergency/disaster. Include the following:

- Message received
- Action taken
- Decisions, justification and documentation
- Requests filed
- EOC personnel, time on duty and assignments

- ✓ Think ahead and anticipate situations and problems before they occur, based on existing forecast situation determine needs.
- ✓ Keep the DES advised of your status, activities and on safety conditions that require solutions.
- ✓ Assist and serve as an advisor to the DES and Section Chiefs.
- ✓ Notify Public Safety Records and Dispatch of the activation of the EOC.
- ✓ Review EMO check-in procedures with Public Safety Records.
- ✓ Ensure that all EMO personnel are properly checked in at the EOC.
- ✓ Notify the Santa Clara County Operational Area when a Proclamation of a Local Emergency has been declared.
- ✓ Provide information and guidance to the EMO staff related to the internal functions of the EOC.
- ✓ Review RIMS situation reports as they are received; verify information where questions exist.
- ✓ Determine and anticipate support requirements and forward to DES.
- ✓ Assist in development of the EMO Action Plan.
- ✓ Attend planning meetings as necessary.
- ✓ Monitor the activities within the EOC. Recommend changes in the EOC as necessary to improve the process.
- ✓ Determine the need for any specialized resources within the EOC.
- ✓ Gather pertinent information from the Santa Clara County Operational Area.
- ✓ Assist Planning/Intelligence Section in preparing RIMS situation reports for Santa Clara County Operational Area.
- ✓ Monitor EMO personnel shift change procedures.
- ✓ Coordinate activities and the dissemination of information with Santa Clara County Operational Area, other cities and special districts emergency managers as necessary.
- ✓ Assist the DES and Section Chiefs with the following to develop an overall strategy:

- Assessing the situation
- Defining the problem
- Establishing priorities
- Determining the need for evacuation
- Estimating the incident duration
- Determining if there is a need to make an emergency declaration
- ✓ Ensure efficient operating procedures within the EOC; assist any function in addressing issues that might arise.
- ✓ Ensure that all documentation is being properly maintained by EMO staff.
- ✓ Facilitate and attend periodic briefing sessions conducted by the DES.
- ✓ Advise the DES of any issues that need to be addressed and responsibilities that need to be assigned.
- ✓ Verify requests for assistance have been addressed or forward to the Operational Area.
- ✓ Ensure that all necessary communications have been established.
- ✓ Work with the PIO, coordinate and monitor all EOC visits. Arrangements should be completed by the PIO to provide media briefing outside of the EOC.
- ✓ Notify Operational Area, special districts and other cities of the City's planned time for deactivation of the EOC.
- ✓ Assist the Planning/Intelligence Section Chief in the preparation of the After Action Report; coordinate the review and approval of the report by the DES.
- ✓ Determine if the DES desires to conduct or schedule a meeting for EMO staff to address the emergency response
- ✓ Check-out of the EOC if you leave the premises and at the conclusion of your shift.
- ✓ Brief relief staff upon shift change.

Deactivation Duties

- ✓ Deactivate the organizational elements within the EOC Coordinator function when they are no longer needed.
- ✓ Notify adjacent agencies and Santa Clara County Operational Area when the Termination of a Local Emergency is declared.
- ✓ Ensure that any required forms, event logs and reports are completed.

- ✓ Ensure Section Chiefs inform EMO staff to turn over all documentation to the EOC Coordinator prior to deactivation of the EOC.
- ✓ Ensure that staff and volunteers receive debriefing and counseling as needed.
- ✓ Ensure that any unresolved issues are handled or assigned to the appropriate EMO function or department as appropriate.
- ✓ Be prepared to provide input for the After Action Report.
- ✓ Return the vest to the EOC kit.
- ✓ Determine the need to restock equipment/supplies for your position before you leave.
- ✓ Leave contact numbers as to where you can be reached before leaving the EOC.